



## Old L.A. Certified Farmers Market

Operated by North Figueroa Association

**Tuesdays, 3-8 p.m. (Summer) 3-7 (Winter), North Figueroa St. & Ave. 58**  
323-449-4100, 323-257-1036 Fax, Website: oldla.org

### **Market Rules & Regulations**

The Old LA Certified Farmers' Market ("CFM") is certified by the Los Angeles County Agricultural commissioner as a direct marketing outlet for producers (both certified and uncertified) to sell their agricultural products directly to consumers without meeting the usual size, standard pack and container requirements for such products. All produce must meet minimum quality standards. The market is operated in accordance with regulations established in the California Code of Regulations CCR, (Title 3, Division 3, Chapter 1, Subchapter 4, Article 6.5, § 1392, et seq.) pertaining to direct marketing. The market and all who participate in it are subject to all applicable federal, state, county and city statutes, rules, regulations, ordinances and orders. The CFM is committed to local, sustainable and organic agricultural and food production. The CFM supports these values by having farmers and other vendors who share this philosophy sell their products at the CFM. We expect all vendors to join us and commit to sell each day of the CFM. Seasonal vendors will be admitted at the discretion of the market manager.

The mission of the CFM is to provide Highland Park and the surrounding area with locally grown foods and farm products in a direct farm-to-consumer marketing venue that serves diverse populations, preserve and promote regional agriculture, improve our quality of life and act as social gathering place. It is sponsored by the North Figueroa Assn. (NFA)

All participating CFM vendors are expected to be familiar with the provisions of the direct marketing regulations and these CFM rules. The CFM reserves the right to make additions or deletions to these market rules when deemed necessary. Written notice of these changes will be provided to the CFM vendors.

Vendors are REQUIRED to meet RULES, LAWS, & GUIDELINES that GOVERN THEIR PRODUCTS, in addition to LICENSING & CERTIFICATION whether or not those details are presented here. ADMITTANCE to the CFM is at the DISCRETION of the MARKET MANAGEMENT.

#### **Governance**

Any approved vendor or applicant aggrieved by the action of the market manager or other designated agent of the market can appeal to the CFM board of directors whose decision is final.

**Market Manager-(MM)-** A person or persons empowered to implement the rules, regulations, policies, and directives of the governing body of a certified farmers' market.

#### **Admissible Vendors & Products**

Admissible vendors and products fall in the following categories. Admissible vendors must apply to sell at the CFM and be approved before they are authorized to sell at the CFM. The CFM reserves the right to require that vendors reapply for admission annually. The right to sell at the CFM is terminable at any time.

**Certifiable Agricultural Products** – Agricultural products, such as fresh fruits, nuts, vegetables, shell eggs, honey, flowers, fungus, and nursery stock, are certified under the jurisdiction of the county agricultural commissioner, as evidenced by a current Certified Producer's Certificate, and that have been produced or grown on property controlled by a certified producer. See 3 CCR Section 1392.2(I). Certifiable agricultural products may only be sold by the certified producer of thereof or, subject to subject to the requirements applicable to second certificates listed in Section VIII.1.

**Certified Producer** - A producer authorized by the county agricultural commissioner to sell certified agricultural products, produced by the practice of agricultural arts on land that the certified producer controls, directly to consumers at a certified farmers' market. In addition, an immediate family member or salaried employee of a certified producer may sell on behalf of such certified producer. Certified producers must provide appropriate proof that they produce what they or their permitted representatives sell.

**Documentation-** All certified producers (including certified organic farmers) must submit the following documents to the MM and must also post a copy at the point of sale (in clear view and/or reach of the customer):

- Current embossed copy of its Certified Producer's Certificate listing those commodities (both certified and non-certifiable) the producer is offering for sale. Please mark on the certificate those products which the vendor will

bring to the CFM and (if different from the harvest months) the months during which the vendor will sell such products.

### **Certified producers using GMO seeds will not be admitted to the market**

**Non-certifiable Agricultural Products** – Non-certifiable agricultural products include (i) all certified agricultural products listed above that have been processed (such as dried fruits and vegetables, processed nuts, juices, jams and jellies, oils, viticulture products, and pickled or smoked agricultural products), (ii) products from any tree, vine or plant and their flowers (including processed products), (iii) livestock (cattle, goats, poultry, rabbits, etc.) and their products (including dairy products and jerky), and (iv) fish and shellfish produced under controlled conditions in waters or ponds located in California. See 3 CCR Section 1392.2(m). These products may be dried, ground, roasted, juiced, smoked or otherwise altered in a one-stage process by a second party. Products in this category must have been produced or derived from plants or animals grown, bred, raised, cultivated or collected upon land which the producer thereof controls. Appropriate proof of production must be produced.

A certified producer may sell non-certifiable agricultural products if such products (including the ingredients comprising such products) have been produced or derived from plants or animals raised or produced by such certified producer. The ingredients may be in a solution such as brine or vinegar, but (for example) if olive oil is used, olives must be on the Certified Producers Certificate.

**Required Documents** – In addition to the applicable documentation described above, producers selling non-certifiable agricultural products at the CFM must submit the following documents to the MM and must also have copies conspicuously posted at the point of sale:

- County Health Department Farmers Market Vendor Permit (for all prepackaged and processed food).
- Current state organic registration document (for organic sales).
- Current third party organic certificate (for organic sales, if all organic commodities sold exceed \$5,000).

**Second Certificates** – Certified producer (including farmers, nurserymen, fishermen and other agricultural producers) may sell for another certified producer (including, but not limited to, separate entities, such as partnerships in which the certified producer has an interest as an individual member) only at the express written permission of the MM and subject to the following rules:

- Certified producer may not sell, nor be represented by more than one other certified producer in any 12-month period.
- Certified producer's certified agricultural products to be sold or offered for sale shall be separated and identifiable by each certified producer's valid certificate at the point of sale.
- Name of the certified producer for whom another certified producer is selling shall appear on the certificate of the certified producer that is conducting sales at the CFM.
- Name of the certified producer who is selling the products of another certified producer shall appear on the certificate of the person or entity for whom the certified producer is selling.

**Carton Labeling Requirements** – Eggs must be properly labeled and graded as to quality and size. See FAC 27651, 27662, 27644, and Section 1354 of the Direct Marketing Regulations. Each egg carton must have the following:

- Name, Address, Zip Code
- Size and Grade (example: Medium-Grade A)
- "Keep Refrigerated"
- Sell by Date (may not exceed 30 days from packing date)
- Julian Date (packing date; consecutive date of the year on which eggs were packed)
- State Handler Code (example: CA1234)

Superlative descriptions or other amplifications of grade or size are not permitted on containers. Prohibited words include "fancy", "select", "premium", "superior," "oversize," and "giant." See Section 1354(c)(1) of the Direct Marketing Regulations.

**Selling Eggs as Organic-** In order to sell eggs as organic, the certified producer must be registered as organic with CDFAs Organic Program. Additionally, if sales of all organic commodities produced are over \$5,000, certified producer must be certified as organic from an accredited organic certification agency. A copy of the certified producer's organic registration and (if applicable) organic certification must be provided to the MM and also conspicuously posted with its Certified Producer Certificate.

**Recycled Cartons-** Egg producers and egg handlers may not reuse another egg producer's or handler's carton which bears a name without permission. See FAC Section 27634. Recycled cartons may only be used if the label on the recycled carton is completely obliterated and covered with the correct label.

**Nursery Stock and Flower Vendors** – Certified producers selling nursery stock or cut flowers at the CFM must have performed the propagation, planting or germination for all plants sold.

**CDFA Nursery License** – Certified producers selling nursery stock or cut flowers at the CFM are subject to the CDFA's laws and regulations, and must obtain a state nursery license issued by CDFA. See FAC Section 6721.

**Fee Exempt Nursery License** – A "Fee Exempt Nursery License" may be issued by your agricultural commissioner's office if your annual sales are less than \$1,000. This license allows you to sell nursery stock and cut flowers only in your home county.

- **Required Documents** – In addition to the applicable documentation described above, certified producers selling nursery stock or cut flowers at the CFM must submit the following documents to the MM and must also have copies conspicuously posted with its Certified Producer Certificate:
  - State Nursery License (or, if applicable, a Fee Exempt Nursery License)
  - Seller's Permit (for cut flowers only)
  - Certificate of Insurance- Product & General Liability

**Non-Agricultural Products** – State laws regarding certified farmers' markets do not apply to non-agricultural products (prepared and cooked food products, artisan and craft products, and services). These items must be sold outside the area within the market that is designated as a certified farmers' market.

**Prepared, Prepackaged and Hot Food Vendors** are vendors who sell edible products, other than certified and non-certifiable agricultural products. These include products such as foods that have been cooked, canned, preserved or otherwise prepared for on-site consumption. All items sold at the market must be processed and served in accordance with the applicable rules and regulations of the LA County Dept. of Public Health and the State of California. The foregoing also applies to prepackaged and prepared fresh beverage items (such as fruit juices). All food items prepackaged and sold by a vendor must be produced by such vendor. All closed consumer containers shall be labeled with the following: quantity or weight of the contents, the name and address of the producer and a list of all the ingredients, with the highest proportion ingredients listed first in descending order.

- **Required Documentation** – All food vendors must submit the following documents to the market manager and must also conspicuously post a copy at the point of sale:
  - County health department temporary food facility or mobile food facility permit (if cooking at the market).
  - Certificate of Insurance- Product & General Liability

**Artisan/Craft Sellers** - are vendors who create their own non-edible artisan or craft works and reside in Los Angeles.

- All crafts offered for sale must be handmade or one of a kind. Any craft or artwork sold must be the work of the vendor. All crafts and artwork must be original work.
- All crafts must be examined and approved by the MM before they are admitted for sale at the CFM.
- Producers must demonstrate compliance with the craft rules in order to have a product approved by the MM. The MM may reject a product if they feel the product does not fit within the mission and goals of the CFM. A person who is aggrieved by a decision of the MM may appeal the decision to the CFM Board of Directors.
- **Required Documentation** – All artisan/craft sellers must submit the following documents to the market manager and must also conspicuously post a copy at the point of sale:
  - State Board of Equalization seller's permit
  - Certificate of Insurance- Product & General Liability

**Service Providers**- Vendors that provide services (i.e. dog sitting, education) that are relevant to the market.

**Value-added** - A farmer may be a Value-Added Vendor of their own Value-Added Product made in accordance with the rules and approved by the MM. In addition, a Value-Added Vendor may be an individual who does not grow the ingredients, but who procures & processes ingredients in accordance with all health, safety ordinances/law and is approved by the MM. To become a Value-Added or an Art/ Craft Vendor at the CFM, you must:

- Use Local Products and/or California products when available and when it is not a hardship for the production of the product (preference is given to these products);
- Produce your own product (whether value-added, ready-to-eat or a craft) within California;
- Fill out or amend a vendor application at least one week before you plan to begin selling at the Market;
- Allow Market Representatives to inspect your business, if needed;
- Hold all required permits, licenses, and insurance policies necessary for your business to operation in the State of California and provide copies to the MM.

## **Vendor Application and Product Admission Application Process**

To become a QUALIFIED SELLER at the CFM, a prospective Vendor must initiate & complete an Application.

**Application** – Every prospective vendor must complete an application to sell. All items intended for sale shall be listed on the application and only those items approved for sale will be allowed to be sold. The application must be submitted to and approved in writing by the market manager prior to the vendor being able to sell at the market. Vendors already selling at the market that wish to add new products to their approved list must first secure approval by the market manager prior to offering these for sale. Application checklist must be signed and completed.

**Admission** – All seller applications will be assessed on a case-by-case basis. Admission of vendors and products to the CFM will be at the discretion of the market manager. In his/her discretion, the market manager will take into account numerous factors.

**Approval** – The market manager will make the final determination of which vendors may sell at the market.

**Change of Ownership; No Assignment** – There is no assignment of a selling space in the market in the event a participating vendor is sold. Change of business ownership requires submission of a new application to the market manager, which will be processed as a new admission.

**Non-profit Organizations-** Non-profit organizations may participate at the CFM at the discretion of the MM. Non-profit organizations may reserve a no-sale exhibitor space at the market. The organization must apply for a space and provide a copy of the 501c3 letter of determination from the IRS. The MM will coordinate attendance and space availability. No Fundraising allowed.

**Schools-** within or adjacent to Highland Park may reserve a no-sale exhibitor space at the market. Applications are available from the market manager. Proof of location and official status is required. No Fundraising allowed.

**Restrictions** – Exhibitors must remain within their assigned space. Information distribution outside of the exhibitor's assigned space or aggressive solicitation of signatures, donation or attention is not allowed. Sales are not allowed. Each organization must prominently display its name, and must comply with all applicable market rules. The market retains the right to regulate the time, place and manner of activities relating to displays, signs, posters, placards, and other expressions of the interests represented. The use of "fighting words," obscenities, grisly or gruesome displays or highly inflammatory slogans likely to provoke a disturbance may be prohibited by the market manager.

**Educational and promotional materials-** Approved Vendors at the CFM and may sell books/booklets/other printed material that they have authored so long as such materials meet the MM's approval for educational material. CFM may sell books by other authors in an effort to educate the public, to raise funds or sell related CFM merchandise. Chefs and other special event speakers may sell books that they have authored after MM approval. Farmers may sell promotional materials such as t-shirts, aprons, hats, etc. only if the merchandise is promoting the farm.

### **Admission of Products**

Unless otherwise specifically listed as an additional authorized agricultural, processed agricultural or non-agricultural product in this section, only fresh fruits, nuts, vegetables, shell eggs, honey, flowers and nursery stock listed on a producer's certificate may be sold at the markets. Admission of any agricultural or processed agricultural product to the market or nonagricultural product to an area adjacent to the market shall be at the reasoned discretion of the MM.

**Animals:** No live animals may be sold or given away at the CFM.

**Other Products:** The MM maintains wait lists for the CFM. The manager selects certified producers from the wait list to fill openings by considering ability to provide needed products, market history and seniority, length of time on the wait list, and proximity of growing grounds to the CFM location.

### **Market Operations**

**Market Season:** Every Tuesday rain or shine with the exception of the Tuesdays from Christmas to New Year.

**Market Hours:** Arrival and Departure: Old LA CFM market hours are 3 p.m. to 8 p.m. Winter 3-7 pm. All vendors must be set up and ready to sell by beginning of market opening. Any vendor may be turned away if vehicle is not in place by start. The hours for the market shall be set by the NFA. Vendors with an emergency and must exit the CFM, he/she is required to notify the MM and a decision will be made at that time if a safe departure is feasible. If leaving, the Vendor must be escorted from the CFM by the MM or staff.

**Market Location:** North Figueroa St. and Ave. 58, Marmion between Ave.58 and Ave. 57.

**Duration of Market Vendor Admission:** Admission is on a per year basis. There will be an annual re-evaluation of every CFM participant.

**Stalls:** The producer's location, space size and other factors of assignment of selling space within a CFM shall be at the reasoned discretion of the MM. A typical stall space is 10 by 10 feet. Sellers must accept the stall space assigned to them by the MM. A seller's stall space in the CFM is not guaranteed to be in the same location every week. In making any determination of the assigned space, the MM shall use his/her discretion.

#### **Fees Breakdown**

**Stall Fees** – A stall fee will be assessed each week for the following week's participation in the market. Fees must be paid at the end of Market day by check or cash. Sellers are required to reimburse the Market for all applicable bank fees for returned check fees. The stall fee schedule is as follows:

- **Agricultural Producers:** 8% of gross sales plus \$2.00 Dept. of Agriculture Fee
- **Prepared and Hot Food Vendors:** 15% of gross sales plus \$2.00 Dept. of Agriculture Fee
- **Food Trucks:** 15% of gross sales plus \$2.00 Dept. of Agriculture Fee
- **Artisan and Craft Vendors:** 15% of gross sales plus \$2.00 Dept. of Agriculture Fee
- **Service Providers/All Other Vendors:** \$25 flat fee per 10x10 space plus \$2.00 Dept. of Agriculture Fee
- **Non-Profits and Educational Institutions:** No Fee, must provide IRS 501 c3 letter

Fees are subject to change at any time upon not less than 30-days prior written notice from the market manager.

**Fee Remittance** – Stall fees are to be remitted to the market manager or designated person at the end of each CFM day no earlier than CFM close and no later than 30 minutes after CFM closes. Vendors must come in person to remit their load sheet and pay the stall fee, wait while their fee and payment have been processed before they leave the manager's table. Rounding off of gross sales is acceptable only to the nearest dollar.

**Load Lists** – Certified producers need to fill out accurate load lists for the certified agricultural products sold at the CFM each week. All load lists must list the name of the certified producer, identity of each product sold (including varieties), and quantity sold. Load lists are collected at the end of the CFM by the MM and are subject to inspection by the county agricultural commissioner's inspectors. If a vendor has a second certificate (subject to the requirements of these market rules), a load list pertaining to each separate certificate must be filled out.

#### **Cancellations**

**Notice of Cancellation** – All vendors are required to give notice of cancellation at least twenty-four (24) hours prior to the CFM day. Notification of planned cancellations should be given to the MM in writing. Last minute cancellations should be communicated to the MM.

**Failure to Notify** – Vendors who fail to notify the market manager of a cancellation two or more times within a six-month period or who cancel two or more times within a six-month period may permanently lose their stall space for the CFM.

**Stall Assignment** – The vendor's location, space size and other considerations are at the market manager's discretion, based on the vendor's customer relationships, the product mix, customer flow, promotion, growth of the CFM, security and other considerations. Vendors do not have seniority. All space is provided as a privilege; no vendor shall be able to sell his/her market space to another vendor or to another individual/entity to whom they transfer their business.

#### **Timeline, Waste Disposal, Clean Up & Set Up and Break Down**

**Timeline** –Vendors may start setting up no earlier than 1pm, and must leave by 9 pm. Sales prior to the posted opening hours of the market or after the posted closing hour of the market are allowed only at the discretion of the market manager. Vendors must be able to conduct a sale until the market closes. Vendor signage and product prices must remain in place until closing. Tables that are no longer being used because the product is sold out may be broken down prior to the published closing time. Vendors may not leave the CFM site prior to closing time.

**Waste Disposal** – Vendor's trash shall be removed and taken by the vendor and disposed of properly. Trash receptacles are only available for customer's waste and not for vendor's waste. Any waste water generated during the market (such as from washing of produce or utensils or cooking) must be collected by the vendor, removed from the CFM area in a container with a lid, and properly disposed of through the approved plumbing or refuse system.

**Clean Up** – Before the vendor may leave the CFM, both the vendor's stall and the surrounding area must be totally free of all debris (including produce trimmings) and freshly swept, and all of vendor's trash and waste water must have been

properly disposed. No trace of vendor should be left. Vendor's stall space should be pristine. Violations are grounds for dismissal from the CFM.

**Vendor Offloading and Parking** – All vendor vehicles must be clear of the CFM's pedestrian areas between the hours of 3 pm and 8 pm. Vendors arriving at the CFM on or after 3 pm must offload their vehicle from the area designated by the MM for such purpose. When they are permitted in the CFM, vendors must drive their vehicles slowly and carefully.

**Customer and vendor safety is priority. Zero Tolerance for any unsafe driving. Vendors will be immediately removed from the CFM.**

### **Stall Appearance, Generators, Electricity and Signage**

**Fire Lane-** Vendors shall observe all fire lanes while loading and unloading

**Apparel-** Vendors must wear shirts and closed toed shoes while on the market premises

**Stall Fixtures** – Vendors must provide their own tables, chairs and tents/shade shelters.

**Common Customer Traffic Aisle** – No boxes, signs or produce displays may extend in the common customer traffic aisle way. Vendors who display products on a side table must allow at least 24 inches of side aisle in vendor's space for customer ingress and egress.

**Cleanliness** – Before any sales transactions are allowed, vendor's area must be cleared and cleaned of any produce trimmings and other debris of any type.

**Generators and Electricity:** Vendors must provide their own generator(s).

### **Identification Signs:**

- All producers must display a sign identifying their name or the name of their establishment and the city or town where their production occurs.
- All applicable licenses, permits and registrations must be posted during selling hours and in clear view and/or reach of the customer.
- All products sold as organic must be prominently labeled as "Certified Organic."
- All prices must be clearly marked or posted with the name of the product being sold.
- Signs that state "No Spray" (or a variation thereof) are not permitted. That phrase is vague & misleading.
- Certified producers may use the terms "No Chemicals" and "Pesticide Free" to advertise their products.
- All signs posted by vendors are subject to the approval of the market manager. No signs may be placed in the common customer traffic aisle way.

**No Reselling:** Farmers may only sell produce and animal products that they have grown or raised.

**Quality Control:** All produce will be inspected by the MM prior to selling. Sellers will be asked to give refunds to customers that are dissatisfied with products they have purchased.

**Organic Labeling-** All items sold as organic must meet the requirements of the National Organic Program. Sellers of organic items must have a copy of their certification on file with the MM as well as with them when selling at the CFM. Only certified organic growers may display signs using the word organic. Other producers that are not certified organic are welcome to inform consumers about their growing practices beyond what is required on the farmer signage.

**WIC & Senior Coupons-** All eligible vendors should accept coupons from the WIC Farmers' Market Nutrition Program (FMNP) and Seniors WIC program. The Market will promote and encourage use of WIC, FMNP coupons. WIC permit signs must be posted at the stalls. For further information, please see the WIC program guidelines at <http://www.fns.usda.gov/wic/women-infants-and-children-wic>

**CalFresh/EBT** – The OLD LA CFM accepts CalFresh/EBT. Only Vendors selling agricultural products or prepackaged (but not prepared onsite) agricultural products are authorized to accept CalFresh/EBT.

**Entertainment** - The CFM will allow live music during market hours. The music will be acoustic, at times accompanied with a low-volume PA system. Any complaints regarding musical entertainment should be directed to the MM.

**Alcohol, smoking and drugs** - No consumption of alcoholic beverages are allowed at the CFM. Please see CA Assembly Bill No. 774, Chapter 107 act to amend Sections 23399.45, 24045.6, and 25607.5 of the Business and Professions Code, relating to alcoholic beverages for exceptions. No smoking or drugs are allowed at the CFM.

**Pets- No Live Animals** – Live animals are not allowed in the market, with the exception of service animals. No vendor may sell to a customer who is in possession of a live animal (except for a service animal) – failure to comply will result in a market violation. Each vendor shall inform any customer or other individual in possession of a live animal (other than a service animal) who approaches vendor's stall space that only service animals are permitted in the market and that vendor is not permitted to sell products to customers who violate that rule.

**Cleanliness and Cleanup**- All food must be stored at least 6 inches off the ground. Every stall selling ready to eat or prepared food shall have a clean trash box in front of their stalls for public use. All Vendors are required to clean up their own refuse, packaging material, and any debris in their stall and selling area in a timely manner. During the CFM hours, Vendors must continuously monitor the debris around their selling area, pick up any trash and keep their area clean

**Weather:** Vendors should be prepared for all types of weather including cover for rain or sun and weights for winds. CFM is open rain or shine.

**Bags and Litter:** Vendors will have a trash box for public use. Sellers using bags for the convenience of their customers shall insure that such bags do not litter the market under windy conditions. Sellers using T-shirt style bags shall insure that the connecting tabs are fastened securely or are removed prior to the presentation for customer use. CFM is discontinuing use of plastic bags and implementing green bags. Implementation will take place immediately.

Prohibition – No plastic, Styrofoam™ or polystyrene packaging materials, plates, utensils, straws or other items, and no high-density polyethylene (HDPE) shopping bags, are allowed to be used by vendors in the CFM.

Acceptable Alternatives – All prepackaged, prepared onsite and processed foods must be sold/served in either compostable (as defined by a 1950s model – paper, cardboard, or wax paper) or recyclable materials or some other acceptable alternative approved by the market manager. All “compostable” products must be approved by the market manager to ensure that the market's refuse system can handle them. Reusable bags are preferred as they are the best sustainable alternative.

### **Licenses, Permits and Documentation**

All vendors are responsible for ensuring that all documentation on file with the MM is current. This includes contract information including addresses, phone numbers, ownership documentation, employee agreements and production maps.

### **Insurance**

All vendors at the CFM must maintain at their sole expense the following insurance, which will be full coverage and not subject to self-insurance provisions, and must provide evidence of such coverage to the MM promptly following the approval of their market application:

**Automobile Liability** – A minimum limit of \$250,000 per incident.

**General Liability** – (including coverage for contractual liability, products, premises, independent contractors/vendors, personal injury protection and contractual operations) – With a minimum limit of \$300,000 per occurrence for bodily injury and property damage and \$300,000 in the aggregate. These limits may be obtained through a combination of general liability and excess liability insurance.

**Worker's Compensation Insurance** – Must conform to the limits required by the state of CA.

**Employer's Liability** – Minimum limit of \$300,000 per incident.

**Additional Insured** – The North Figueroa Assn and the CFM (including their respective directors, officers, employees, staff and agents) and the City of Los Angeles must each be named as an additional insured under the automobile, general liability and other applicable policies. The certificate holder information for the certificates to be issued for the North Figueroa Assn and the market is as follows:

North Figueroa Assn and the Old LA Certified Farmers' Market, Mailing Address: 5651 Fallston St., Los Angeles, CA 90042, Phone: 323-449-4100, Fax: 323-257-1036

The issued, executed certificate(s) evidencing the required additional insured coverage for the NFA and the CFM, together with supporting additional insured endorsement(s), must be provided to the MM promptly following the approval of a vendor's market application. For so long as such Vendor sells at the CFM, replacement certificate(s) and endorsement(s) shall be provided to the CFM each time such policies are renewed.

**Cancellation or Change Notice** – Each insurance policy required by this section must contain a provision that no termination, cancellation or change of coverage can be made without at least 30-days prior written notice to the CFM.

**Scales** – When any products are sold by weight, the type of scale used shall be approved by the CDFA, and shall be tested and sealed for use by the county sealer/director of weights and measures. All scales must have a valid and current seal issued by the seller's home county's department of agriculture/weights and measures. Official seals from any California county are valid throughout the state. CCR Section 1392.4(e). The scale must be positioned so weight is visible by the customer.

**Permits and Licenses** – A copy of all permits & licenses shall be made available to & kept on file with the MM, and must be kept up to date by vendor. This is the Vendors responsibility. Failure to comply will result in expulsion from the CFM.

### **Inspections and Audits**

**Product Inspections** – All commodities & products shall be subject to inspection at any time by the County Agricultural Commissioner, the Environmental Health division Los Angeles County, Department of Public Health and/or the MM.

**Specific to Certified Producers** – The MM will be contacted when a Los Angeles county Agricultural Commissioner Inspector starts his routine inspection. If any problems or notices of non-compliance (violations) are found, the inspector will again contact the MM to resolve these problems.

**Customer Complaints** – Customers who have a legitimate complaint about the products they purchase should be given a full monetary refund or replacement of equal value. It is the CFM's policy to satisfy the customer and to promote good will by being generous. If produce is overripe and must be consumed the same day, the customer must be informed in advance. If a customer wishes to exchange only a partial bag of produce, only partial credit is due.

**Vendors agree to an audit** - Market Management will audit stall once per year or as deemed necessary. Any vendor under reporting gross stall sales will be removed immediately.

### **Health and Food Safety**

**Hand Washing** - All CFM participants must wash their hands before returning to work after a food/restroom break.

Health & Food Safety- Includes product set up and sampling. All Vendors must follow the California Health and Safety Code Part 7, California Retail Food Code (<https://www.cdph.ca.gov>) and Environmental Health Division Los Angeles County Department of Public Health requirements. ([www.publichealth.lacounty.gov/eh](http://www.publichealth.lacounty.gov/eh))

### **Market Conduct - Standards of Conduct**

Producers and employees representing producers must be:

- Knowledgeable about product, how it is used, grown or produced and communicate that clearly to the customers.
- Able to display products in a sanitary, presentable and attractive manner.
- Honest, presentable and to conduct themselves in a courteous and professional manner.
- Participants are expected to dress and behave in an appropriate manner. Drinking, yelling, swearing, name-calling, slanderous remarks and other rude behavior will not be tolerated. Harmful remarks made about producers or the market are subject to legal liability for damages.
- Expected to treat each other, staff, customers and officials with respect.
- Able to refer complaints or other matters about customers, other participants or the Market Rules and Regulations to the MM or to the Directors.

**Noise** – With exceptions given at the discretion of the MM, no radios are allowed to be played during market sales hours. No disruptive actions including, but not limited to, loud hawking, barking or shouting to promote vendor's products are allowed. All product promotion must occur within the space assigned to the producer and not in any common area.

**Disturbances** – Any statements and/or actions which are deemed to be offensive, abusive or otherwise inappropriate to a customer, market manager, market staff or customer, attending producer, sponsor, or any official from a city, county, or state agency conducting business within the market parameters, will be considered a violation to these market rules and will be subject to any or all disciplinary steps indicated in these market rules.



### **Violations and Penalties**

**Customer Complaints** – The market takes customer complaints seriously. Once a complaint is submitted, market management will verify and take necessary action.

**Due Process** – Market management shall provide reasonable due process to vendors prior to the imposition of a fine, suspension or expulsion from the market. The vendor shall receive a written notice if the action includes a fine, suspension or expulsion from the market. The notice shall state the specific reasons for the proposed action. The notice shall be delivered in person or mailed to the vendor prior to the imposition of the fine, suspension or expulsion, unless an immediate suspension is necessary to protect the public health, safety or welfare.